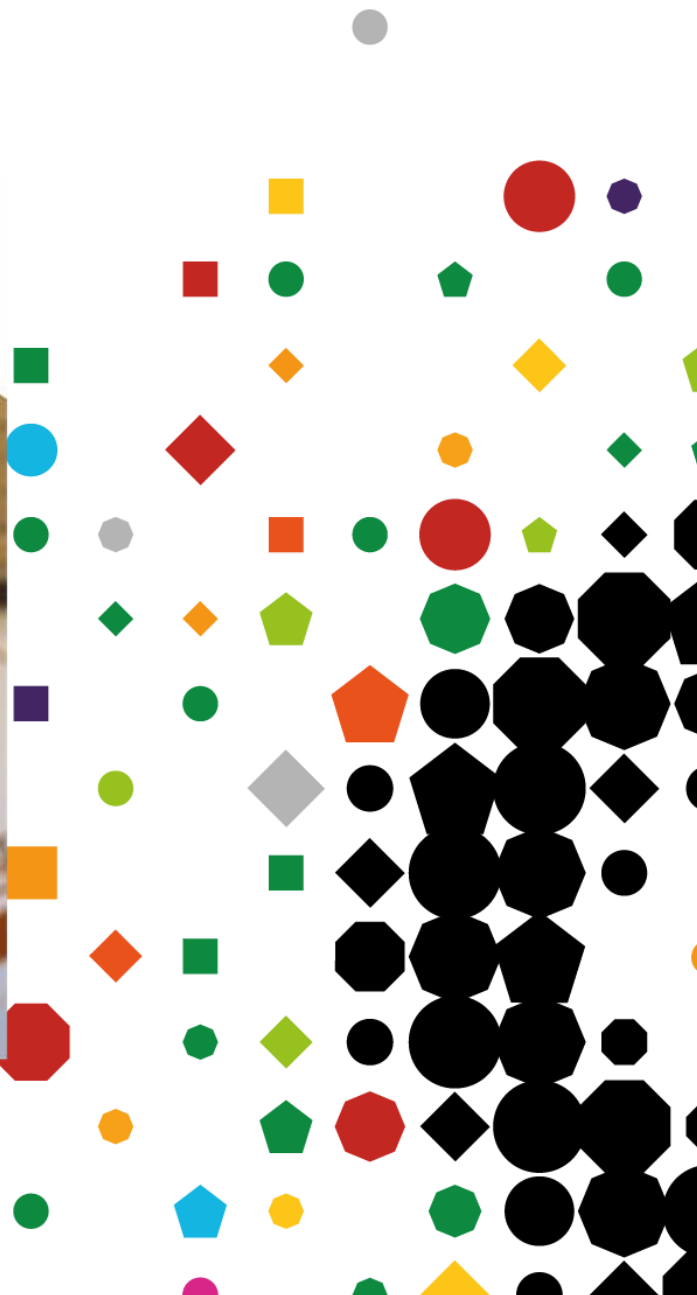




ALL ABOUT HOSPITALITY & CATERING

Issue 27
May 2021



All about Hospitality & Catering

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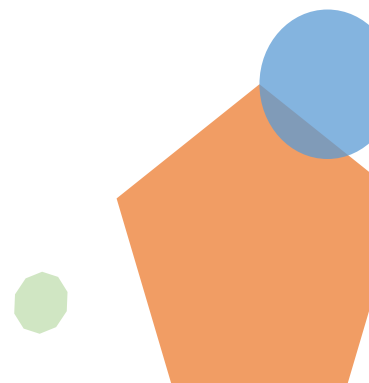
A newsletter from City & Guilds on education updates in Hospitality & Catering for all nations.

In this issue:

- Hospitality & Catering Update Webinars
- 7100/7120 Synoptic Practical Assessments
- Assessment arrangements 2021
- Assessment arrangements webinar
- Updated Hospitality Mitigation guidance
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 - EPA good practice webinar
 - EPA Commis Chef competency framework exemplar
 - EPA support contact details
- Technical Qualification Updates including:
 - May 2021 Update
 - April 2021 Update
 - Technical Qualification support contact details
- Remote Invigilation
- Industry News
- Keep in touch and up to date

Please keep updated by ensuring that you are signed up to receive alerts via email, also, that you are continually checking our Covid-19 webpages:

<https://www.cityandguilds.com/covid-19>.





Hospitality & Catering Update Webinars

Update webinars continue to replace any face to face network meetings. We have a final scheduled webinar in June 2021. This will include any updates on EPA dispensations, Mitigation and qualification developments with always plenty of time for any questions.

DATE & TIME	BOOKING LINK
23/6/2021 16.00-17.30	https://attendee.gotowebinar.com/register/5542063484307273742

7100/7120 Synoptic Practical Assessments

Notification of synoptic practical assessments for 2021/2022

Professional Cookery (7100) & Patisserie and Confectionery (7120)

Each year in May, City & Guilds announce which combination of synoptic tests candidates must be assessed against in the following academic year for the above qualifications. Accordingly, please be advised of the choice of assessments on offer for 7100 and 7120 for the 2021/2022 academic year:

- For candidates registered on 7100 qualifications for 2021/22, we can now confirm that they should be assessed on synoptic assessments **C1 & C2**.
- For candidates registered on 7120 qualifications for 2021/22, we can now confirm that they should be assessed on synoptic assessment **C2**.

Assessment Arrangements for 2021



Updated 19 April - qualification category lists now available

As part of the new “VTQ Contingency Regulatory Framework” (VCRF), Ofqual set out a number of **categories of qualifications** eligible for alternative assessment for the period 1 August 2020 and 31 August 2021. We have reviewed our portfolio of City & Guilds and ILM qualifications in order to place them within these categories, and the list can be found below. These qualifications can also be found using **Ofqual’s qualification explainer tool**.

[Learn more](#)

Alternative assessment arrangements webinar

This was delivered on 24th March, the recording can be accessed below.

Hospitality and Catering Alternative Assessment Arrangements 2021, Technicals	Wednesday 24 March, 3.30pm - 4.30pm	Access the recording >
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Updated Specific Hospitality Mitigation guidance

Version 1.4 is now available to download with an update on additional adaptations see table below for content and qualifications the additional adaptation covers

Version history

Version	Amendment type	Section/Qualification
1.0 (October 2020)	Document created and published	All
1.1 (February 2021)	Contact email address updated	Back cover
1.2 (April 2021)	Additional adaptation guidance added for assessment 305 & 308 in 7103 Additional guidance added around remote assessment for competency quals	7103 7131, 7132, 7133, 7148, 7240
1.3 (April 2021)	Additional adaptation guidance added for 7091 & 7108 evolve tests	7091 & 7108
1.4 (May 2021)	Additional adaptations guidance added for practical tasks for 7100, 7120, 7138, 7103, 7105, 7102 & 7106.	7100, 7120, 7138, 7103, 7105, 7102 & 7106.



Centre Support telephone number changes

centre and learner support phone numbers have now changed.

Over the past few months, we have been reviewing our telephone support service.

In order to provide better value for our customers and learners we have updated our centre support phone lines, so that all calls are charged at local rates.

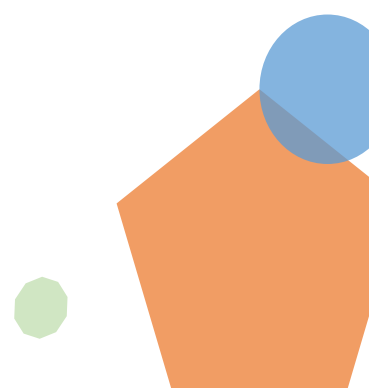
Our current centre support and learner support numbers have changed from **Monday 15 March**.

- The new number for our **Centre Support team** is 01924 930800.
- In addition, the new **Learner Support number** is 01924 930801.

There will be a short period where the current 0844 543 0000 centre support number, and the 0844 543 0033 learner number, will still be operational but will re-direct to the new numbers. However, please note that the rate for these 0844 numbers will be 7p a minute as well as the network provider standard rate.

We will continue to communicate this change across multiple communication channels and via our support teams over the coming weeks and months.

If you had any questions on the change of numbers, please contact centresupport@cityandguilds.com.



Apprenticeship and EPA Update



EPA Good Practice Webinar

This webinar shares feedback to improve practice and highlight good practice across all Hospitality standards which City & Guilds offer EPA for. It includes discussions on quality assurance processes used by centres for the standards and a Q&A session

Hospitality & Catering
EPA good practice

The Industry Team

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Jason Benn
Industry Manager - (Hospitality & Catering)
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City & Guilds digitalme ilm
A City & Guilds Group Collaboration

April 2021

Hospitality & Catering EPA sharing of good practice

Hospitality & Catering EPA sharing of good practice - YouTube

Commis Chef Competency Framework exemplar

Commis Chef qualifications and training courses | City & Guilds (cityandguilds.com)

EPA support contact details



01924 930 800 (option 5)



centresupport@cityandguilds.com



Technical Qualification Update

Updated 10 May. Technical Qualifications - Update on resources and support for TAG

The document below summaries the updated and new resources to support centres with the determination and submission of Teacher Assessed Grades (TAG) for summer 2021.

10 May Technicals update

Updated 19 April. Technical Qualifications - Teacher Assessed Grades Centre Guidance

We have further updated our centre guidance, timeline and FAQs for Technical Qualifications on the determination and submission of Teacher Assessed Grades (TAG) for summer 2021.


Its important that you familiarise yourself with the latest changes in relation to the TAG process for this summer's results, in particular the evidence submission requirements for the Exam component and Synoptic Assignment. You will find a version history table on page 3 of the centre guidance which highlights all revisions and any new information or sections.

TAG – Technical Qualifications Centre Guidance

A series of short helpful videos are being released over the coming days to support the process. You will find these in the 'Centre support videos' drop-down menu.

Contact our quality team for any queries:

 technicals.quality@cityandguilds.com

 0300 303 53 52

Remote Invigilation

We are delighted to offer a new way to support your candidates who need to complete an online test as part of their qualification or end-point assessment.

In collaboration with Talview, our Remote Invigilation (RI) Service is available from **Monday 7 June 2021** and lets a supervised test go ahead at a place that suits you and your candidates.

Not only that, our RI Service also reduces the overhead costs and time to administer tests on-site, as well as reducing pressure on computer-based testing rooms.

With over 800 assessments available from our [website](#), your candidates can fit tests around their work and life commitments.



[Download our 5-step guide to Remote Invigilation](#)

How does it work?

Join us for a webinar with our Sales Manager, Sam Egerton and Senior Product Manager, Lorna Tyrantia on Monday, 7 June 2021. They'll walk you through each of the five steps to make sure remote invigilation is right for you and your candidates.

[Register today](#)

Remote Invigilation Service Webinar

Date: 7 June 2021

Time: 14.00-15.00 (BST)



What happens to the Tests at Home service?

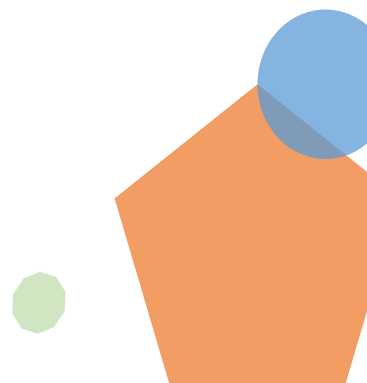
Our Tests at Home service will continue through Summer 2021. We will be in touch with more detail in the coming weeks.

Supporting you all the way

Join our webinar on **Monday, 7 June 2021** or visit our [website](#) to learn more.

Industry news




1. The Seat at the table campaign still needs support to try to get a minister for Hospitality. The petition can be signed by following the link **[sign the petition](#)**.
2. Have you heard of Bridging the skills gap? A group of colleges, training providers, employers and educationalists trying to do just that- Bridge the skills gap and work together. **[Bridging The Skills Gap | Helping the people in hospitality education \(btsg.org.uk\)](#)**
3. Another interesting website which may help your learners is Career scope **[Home - CareerScope - Hospitality | Leisure | Tourism](#)**
4. Have you joined HOSCO yet? A specific Hospitality & Catering networking and career management website? Take a look **[Hosco: The World's Leading Hospitality Network | hosco](#)**.



Keep in touch and up to date

For regular updates and further information please follow us on:



		
	Jason Benn - Twitter Link	
	Jason Benn-Instagram Link	
	Jason Benn - LinkedIn Link	
	Amelia Bodle - Twitter Link	
	Amelia Bodle - Instagram Link	
	Amelia Bodle - LinkedIn Link	

City & Guilds Hospitality & Catering Facebook Link

Tell us what you think

All about Hospitality & Catering is a newsletter that brings together all of the key developments from City & Guilds relevant to skills learning across England, Scotland Northern Ireland and Wales. It contains updates on the range of teaching and learning resources we offer, plus relevant public policy or other information we think you might be interested in.

Each edition is numbered, so we can refer back to previous issues or tell you when information has been superseded.

If there's anything else you'd particularly like us to cover or explain more fully in future issues of *All About*, please feel free to drop us a line to jason.benn@cityandguilds.com or amelia.woodward@cityandguilds.com

For specific queries and enquiries please contact our dedicated customer support team centresupport@cityandguilds.com or 01924 930800

Thank you for your continued support.

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